

LONDON TRAVELWATCH

Information Pack Chief Executive Officer

Veredus Ref: 3907

August 2022

VEREDUS

CONTENTS

Welcome message	3
About London TravelWatch	5
About the role	6
Person specification	9
Benefits	11
How to apply	12
Recruitment process	13
Recruitment timeline	13
Annex A – Equality and diversity monitoring form	14
Annex B – Candidate supporting information form	17

WELCOME MESSAGE

Thank you for your interest in joining our team at London TravelWatch, an influential organisation which I have chaired for five years.

London TravelWatch makes a difference to those travelling in and around London.

Every day, millions of people use transport services, or drive, cycle and walk on London's streets. London TravelWatch is there to represent them as London's independent transport watchdog, created by statute and with real influence over those who make big transport decisions in the capital.

The transport network makes London a world-class city; without good transport, no city can function efficiently, support its people, and attract crucial investment.

We are looking for a person with the strength, ambition and enthusiasm to make a difference to transport services, pressing for improvement and especially speaking up for those who feel they are not being heard.

Transport is complicated, and it is not easy to make the right priorities and decisions that benefit the largest number of people, while including all sections of the community.

London TravelWatch plays a key role in getting those decisions and priorities right. We offer a unique insight into what works and what needs improving, through our research, links with other organisations and our own online community, and our work with customers claiming unfair treatment by operators.

If you join London TravelWatch, you will lead a very able and enthusiastic team that deals with the travelling public daily, meets the most senior figures in the industry and campaigns tirelessly to make travelling in London better.

We work increasingly closely with other organisations to build strong alliances, and your role will be key to developing these important relationships. Our own decisions and policy making are underpinned by extensive data and analytics and we are committed to challenging transport providers to constantly offer a better, more accessible and affordable service.

London TravelWatch has a small and close-knit team, is highly focused on the key issues, and has a record of delivery. In return, we value our people's contributions, and their health and wellbeing are key to the success of the organisation.



London TravelWatch is committed to being an equitable, diverse and inclusive organisation and we are working towards becoming an anti-racist organisation. We welcome applications from everyone but are especially keen to encourage applications from people currently under-represented at London TravelWatch. We guarantee an interview for candidates who meet the essential criteria and who identify as disabled.

This is an exciting and challenging time for transport, when the needs of travellers remain highly important, but funding for new projects and maintaining existing services is under pressure. Therefore the voice of the travelling public matters more than ever.

I look forward to hearing from you and very much hope you will wish to apply for this important role.

Best wishes and good luck!

Arthur Leathley

Chair, London TravelWatch

ABOUT LONDON TRAVELWATCH

We are London's independent transport watchdog, using evidence to campaign to improve journeys, and advocate for all people travelling in London.

Officially known as London Transport Users Committee, we were established in July 2000.

We are sponsored and funded by the **London Assembly**, which is part of the Greater London Authority, and is independent from the transport operators. The Assembly also appoints our **board members**, supported by **staff** who carry out the day-to-day work.

If you've complained to a transport operator and weren't happy with their response, we will review your case with a view to achieving a better outcome wherever possible. We deal with services operated or licensed by **Transport for London**, which includes:

- London Underground
- London's buses
- Docklands Light Railway (DLR)
- Croydon Tramlink
- Dial-a-Ride services
- London River Services
- TfL Rail
- Woolwich Free Ferry
- Taxis
- Private hire cars
- Most of the major roads in Greater London

In addition, we deal with services operated by:

- National Rail companies *
- Heathrow Express
- Eurostar

*Some appeals for National Rail companies are handled by the **Rail Ombudsman**

[Click here to see the geographical locations covered by London TravelWatch's services.](#)

ABOUT THE ROLE

JOB DESCRIPTION

Job title:	Chief Executive Officer
Grade:	Circa £80,000
Reporting to:	London TravelWatch Board
Staff managed:	3 direct reports and overall team of 10
Working Pattern:	Hybrid 2-3 days a week onsite in London
Finance managed:	London TravelWatch budget: £1 million

Job Purpose

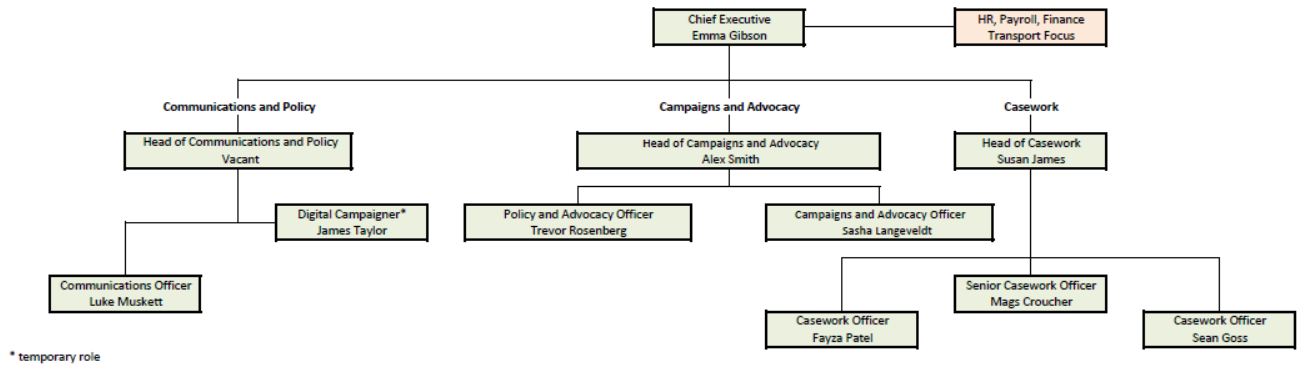
- 1 To make a difference for all transport users in and around London by representing their views and planning, directing and co-ordinating the delivery of our work and ensuring joined up, consistent and pro-active stakeholder management.
 - 2 To raise the profile and impact of London TravelWatch so that we are seen as the champion of transport users in the wider London area; and using all our channels to advocate and influence local and national decision makers to achieve meaningful, impactful long-term improvements for consumers.
 - 3 To be the lead advisor to the London TravelWatch Board, report to the London Assembly Transport Committee, to lead and develop the staff team, and to act as the accounting officer, managing financial and other resources in line with appropriate delegated authority.
 - 4 To act as an appeals body for transport users to bring forward complaints which have not been adequately acknowledged or are not eligible to be determined by the Ombudsman.
-

Key Tasks and Responsibilities

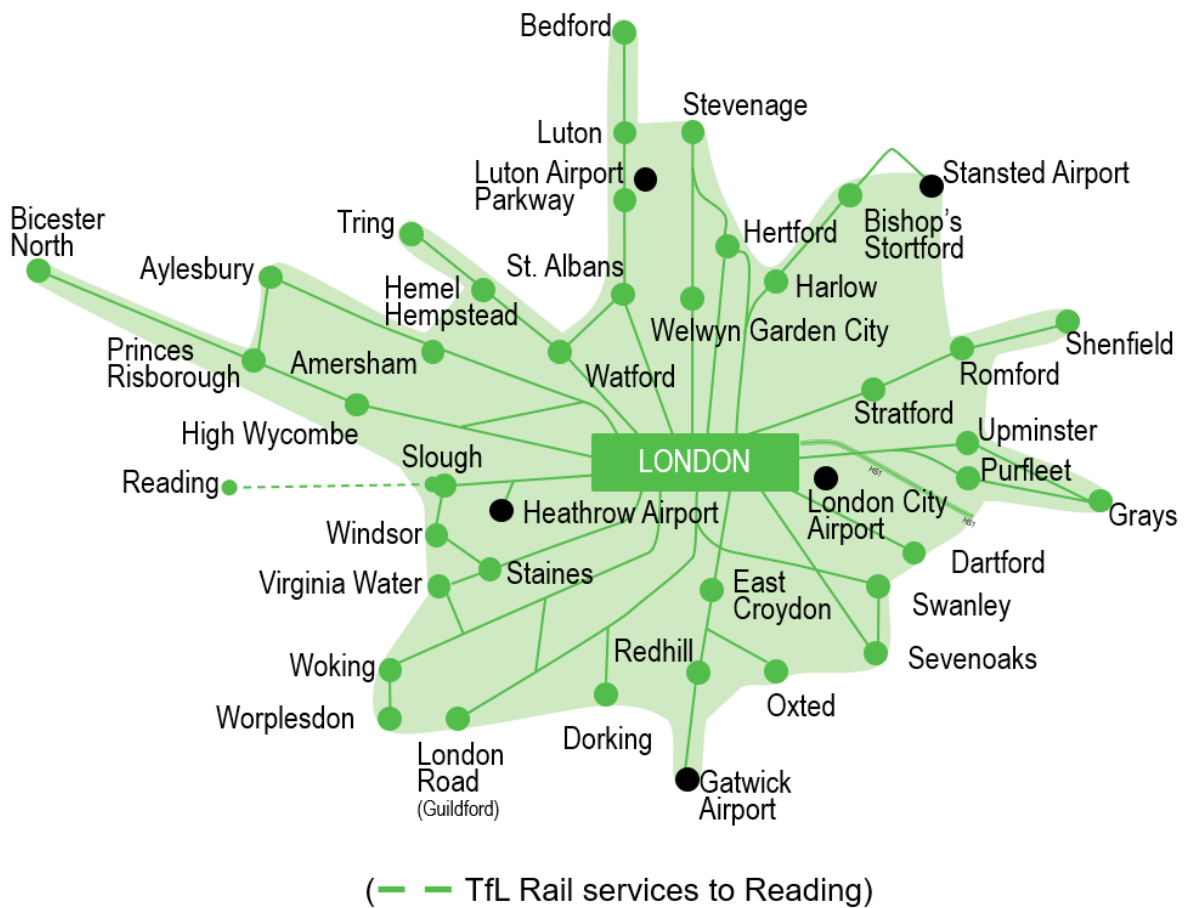
1. To provide a clear strategic direction that helps London TravelWatch achieve its mission and goals. Ensuring that staff are motivated and developed; cross functional working is encouraged and a wider understanding of how campaigns are run and change delivered is promoted.
2. To maintain and improve the relationship with the Transport Committee of the London Assembly, ensuring that information is shared; the operating environment is understood; connections are made; that we are responsive as well as proactive; that the Memorandum of Understanding is adhered to and that Assembly Members and their staff appreciate and are satisfied with the team's performance and support.
3. To identify ways to turn policy into action on behalf of the consumer, and to identify gaps and opportunities for further research (including commercial opportunities) that best fit our guiding principles of increasing access, choice, safety, information, fairness, redress and representation.
4. To be the principal spokesperson for London TravelWatch, engaging with the media, building external relationships and becoming known as the voice of the organisation. To develop communication and public affairs strategy in partnership with the communications team.
5. To develop relationships with key stakeholders and opinion formers. Ensuring that channels of influence remain open and productive, and that we are seen as problem solvers and drivers of change on behalf of London's travelling public.
6. To provide advice to the Board.
7. To lead the development of the business plan, ensuring a mix of strategic ambition and major campaigns with longer term focus on the delivery of core business, to achieve meaningful, effective long term improvements for consumers.
8. To ensure that we handle complaints and appeals effectively and that the policy implications arising from casework are integrated effectively into our forward strategy.
9. To operate as accounting officer and help prepare the London TravelWatch budget and to ensure that London TravelWatch has sound financial management and accounts effectively for its activity and outputs.
10. To contribute to the development and on-going leadership of London TravelWatch and its relationship with Transport Focus, to work collaboratively with colleagues and to carry out any other relevant duties.
11. To explore new avenues to modernise the service provided such as increasing digital interaction with a view to reaching new audiences.

Organisation Chart

August 2022



Area Map



PERSON SPECIFICATION

PART ONE – Experience

Essential experience

- Clear focus on consumers
- Demonstrable experience of positively developing and influencing strategy in an organisation
- Demonstrable experience of successfully diverse stakeholder management
- Previous experience of successfully managing and developing teams
- Proven track record of leading programmes of work, including campaigns through to successful conclusions
- Experience as a successful and impactful spokesperson for an organisation

Desirable experience

- Successful experience in a comparable role, including experience of successfully leading co-ordinated programmes and successfully securing the commitment of staff and stakeholders
- understanding of transport issues / sector experience or the ability to rapidly acquire this
- Previous experience of developing and managing influencing campaigns with tangible outcomes
- An understanding of successfully utilising digital methods and data analysis techniques to promote an organisation
- Experience of working successfully with a board, either through attending or presenting to board meetings
- Broad and deep understanding of how public policy is influenced, developed, and put into practice
- An understanding of how consumer organisations give their customers a voice and advocacy on issues which affect them
- Effective grasp of political direction affecting current and future transport economics

PART TWO Knowledge, skills and abilities

<p>Leadership and Management</p>	<ul style="list-style-type: none"> • Ability to shape the development of organisational strategy, ensuring that goals are understood within the organisation, and that staff focus on achieving them • Ability to align others to particular courses of action and to hold them accountable for their part in it
----------------------------------	--

Team work	<ul style="list-style-type: none"> • Ability to work well in a participative and collaborative way with colleagues • Ability to build teams from diverse professional backgrounds
Relationship building	<ul style="list-style-type: none"> • Ability to build and maintain effective working partnerships at senior level with a wide variety of organisations which are stakeholders in transport issues • Ability to build alliances and consensus in groups with diverse agendas and to pursue commercial opportunities where available
Political understanding	<ul style="list-style-type: none"> • Ability to understand the underlying agenda in the transport stakeholder organisations London TravelWatch is trying to influence
Integrity	<ul style="list-style-type: none"> • Capacity to show professional integrity and to foster it in others
Influencing ability	<ul style="list-style-type: none"> • Ability to push forward the London TravelWatch agenda and be convincing to others in discussion and public debate
Communication skills	<ul style="list-style-type: none"> • Capacity to make very clear and convincing oral and written presentations
Analytical thinking	<ul style="list-style-type: none"> • Ability to make logical connections and inferences from complex data and information; and to determine logical priorities for action
Big picture thinking	<ul style="list-style-type: none"> • Capacity to see the big issues affecting transport in the region around London, whilst seeing the details in context
Managing pressure	<ul style="list-style-type: none"> • Ability to work to tight deadlines and cope well under pressure

BENEFITS

London TravelWatch offer the following benefits:-

- 28 days holiday a year, rising to 30 days after 2 years
- A generous civil service pension scheme equivalent to more than 20% employer contribution
- An employee assistance programme
- Cycle to work scheme

HOW TO APPLY

London TravelWatch has appointed Veredus, an executive search agency, to assist with this appointment.

To apply for this post, you will need to submit the following documentation, via the Veredus website – www.veredus.co.uk, quoting the following reference number:

3907 – Chief Executive Officer

by no later than **9am BST on Monday, 26th September 2022.**

1. A **CV** setting out your career history, with key responsibilities and achievements, as well as with current salary details and benefits.
2. A **Supporting Statement** (approximately two pages) explaining how you consider your personal skills, qualities and experience provide evidence of your suitability for the role, with particular reference to criteria in the person specification - PART 1 Experience.
3. A completed **Diversity Monitoring Form** (Annex A). All monitoring data will be treated in the strictest confidence, will not be provided to the selection panel and will not affect your application in any way. If you do not wish to provide a declaration on any of the particular characteristics, you will have the option to select 'prefer not to say'.

4. A completed **Candidate Supporting Information Form** (Annex B).

Both of these can be downloaded from the Veredus job page under Ref 3907.

All submissions will receive an automated response. If you do not receive confirmation of receipt, please contact us on 020 7932 4236.

Further Information

For a confidential discussion about the role, please contact our advising consultants at Veredus:

- James Greengrass on 07969 164 971
- Az Ahmed on 07522 624292
- Adaora Williams on 07784 202260

We are committed to making reasonable adjustments in order to support candidates with disabilities and ensure that you are not disadvantaged in the recruitment and assessment process.

If you feel that you may need a reasonable adjustment to be made, or you would like to discuss your requirements in more detail, please contact Veredus in the first instance.

GDPR

At Veredus, we take care to protect the privacy of our candidates and clients. To read more about how we collect, store and share your data please read our privacy notice which can be accessed here:

www.veredus.co.uk/privacy-and-cookies

THE RECRUITMENT PROCESS

Longlist

You will receive an electronic acknowledgment of your application through Veredus.

The selection panel will then assess your application to select those demonstrating the best fit with the role by considering the evidence you have provided against the Essential Criteria in the Person Specification section. Failure to address any or all of these may affect your application.

The timeline later in this pack indicates the date by which decisions are expected to be made, and all candidates will be advised of the outcome as soon as possible thereafter.

Candidates selected for longlisting will be invited for an interview with Veredus to further explore their skills and experience.

Shortlist

The selection panel will then select the shortlist to take forward.

Final Panel

You will be asked to attend a panel interview in order to have a more in-depth discussion of your previous experience and professional competence in relation to the criteria set out in the vacancy description, key responsibilities and accountabilities and person specification.

Full details of the assessment process will be made available to shortlisted candidates.

Recruitment Timeline

Please note that these dates are only indicative at this stage and could be subject to change. If you are unable to meet these timeframes, please let us know in your application letter.

The anticipated timetable is as follows:

Application Close Date	9am on Monday, 26 th September 2022
Preliminary Interviews with Veredus	w/c 3 rd October 2022 (virtual)
Final Panel Interviews	w/c 31 st October 2022 (face to face)

Candidates are asked to note the above timetable, exercising flexibility through the recruitment and selection process. It may not be possible to offer alternative dates.

ANNEX A – EQUALITY AND DIVERSITY MONITORING FORM

The intention of monitoring and analysis is to establish if there are different success rates between genders, people of different sexual orientation, ages, different ethnic backgrounds or faiths, and people with disabilities. If there are differences in success rates it will enable action to be taken to ensure that no group is treated unfairly. Your answers will be treated confidentially and will not affect your application in any way.

Personal Details:

Age:	16-24 <input type="checkbox"/> 25-34 <input type="checkbox"/> 35-44 <input type="checkbox"/> 45-54 <input type="checkbox"/> 55-64 <input type="checkbox"/> 65+ <input type="checkbox"/>
Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Gender Identity (if appropriate)	If you identify as transsexual, transgender (in that you have effected a permanent change of gender identity) or as intersex which group do you identify with? Transsexual <input type="checkbox"/> Transgender <input type="checkbox"/> Intersex <input type="checkbox"/>
Working Pattern:	Part time <input type="checkbox"/> Full time <input type="checkbox"/> Job Share <input type="checkbox"/> Other.....

Ethnic origin: Please tick against one of the following:

Asian or Asian British		Mixed	
Bangladeshi	<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>
Indian	<input type="checkbox"/>	White and Black African	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Asian and White	<input type="checkbox"/>
Any other Asian background	<input type="checkbox"/>	Any other mixed background	<input type="checkbox"/>
Please specify below if you wish.....	<input type="checkbox"/>	Please specify below if you wish.....	<input type="checkbox"/>
.....		
Black or Black British		White	
African	<input type="checkbox"/>	British	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	English	<input type="checkbox"/>
Any other Black background	<input type="checkbox"/>	Irish	<input type="checkbox"/>
Please specify below if you wish.....		Scottish	<input type="checkbox"/>
.....		Welsh	<input type="checkbox"/>
		Any other White background	<input type="checkbox"/>
		Please specify below if you wish.....	
		

Chinese or Other ethnic group	Prefer not to say	
Chinese	<input type="checkbox"/>	
Any other	<input type="checkbox"/>	<input type="checkbox"/>
Please specify below if you wish.....	<input type="checkbox"/>	

Disability: Please tick against one of the following:

Do you consider yourself to have a disability under the Equality Act 2010?

In the Act, a person has a disability if:

they have a physical or mental impairment

the impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities

For the purposes of the Act, these words have the following meanings:

'substantial' means more than minor or trivial

'long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring or fluctuating conditions)

'normal day-to-day activities' include everyday things like eating, washing, walking and going shopping

Yes No Prefer not to say

Please describe the nature of your disability

This information is provided for monitoring purposes only – if you need any reasonable adjustments you should arrange these separately.

Religion or belief: Please tick against one of the following:

No religion	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
Baha'i	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
Buddhist	<input type="checkbox"/>	Sikh	<input type="checkbox"/>

Christian	<input type="checkbox"/>	Other	<input type="checkbox"/>
Hindu	<input type="checkbox"/>	Please specify below if you wish.....	
Jain	<input type="checkbox"/>		
		Prefer not to say	<input type="checkbox"/>

Sexual Orientation: Please tick against one of the following:

Bisexual	<input type="checkbox"/>	Gay Man/Homosexual	<input type="checkbox"/>
Gay Woman/Lesbian	<input type="checkbox"/>	Heterosexual/straight	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>		

Please indicate which media/journal you saw this position advertised in.....

ANNEX B – CANDIDATE SUPPORTING INFORMATION FORM

PERSONAL INFORMATION:			
SURNAME			
FIRST NAME		INITIAL(S):	TITLE:
PERMANENT HOME ADDRESS FOR CORRESPONDENCE (including post code):			
MOBILE and/or HOME TELEPHONE NUMBER(S):			
WORK TELEPHONE NUMBER:			
Can we contact you at work?	Yes / No		
EMAIL ADDRESS: (personal and/or work)			

EMPLOYMENT DETAILS:	
MOST RECENT EMPLOYER (ORGANISATION):	
MOST RECENT JOB TITLE:	
AVAILABILITY:	
PLEASE GIVE ANY DATES THAT YOU ARE <u>UNAVAILABLE</u> TO ATTEND AN INTERVIEW:	
NATIONALITY:	
Please indicate your nationality at birth:	
Please indicate your current nationality:	
Are there any restrictions on your continued residence and/or employment within the UK?	